AFSOC RED SWITCH MANAGEMENT

COMPLIANCE WITH THIS INSTRUCTION IS MANDATORY. This instruction implements AFPD 33-1, Command, Control, Communications, and Computer Systems. It establishes policy and prescribes guidance for management and operation for all AFSOC Red Switch equipment, associated equipment and support programs. It applies to all sites, organizations, users, and program managers supported by AFSOC Red Switch and associated equipment.

SUMMARY OF REVISIONS
This revision changes the responsibility of HQ AFSOC Defense Red Switch Network systems and programs from HQ AFSOC/DO to HQ AFSOC/SC. It further defines all titles and positions of responsibility and their duties.

1. General: The Defense Red Switch Network (DRSN) is a dedicated secure network that is configured and managed by Defense Information Systems Agency (DISA). DRSN service is intended for senior decision makers who have a continuing operational requirement for a separate controlled and interoperable secure communications and conferencing network to support command, control and crisis management. Equipment MUST support a mission essential Command and Control function. DRSN gives users high quality secure voice conferencing capability. It is compatible with STU III and SCAMPI secure voice systems. No automatic or dedicated trunking by other Red Switches is authorized.

2. Responsibilities for Red Switch Program:

2.1. HQ AFSOC/SC:

2.1.1. Establishes policy and guidance for all AFSOC Red Switch programs, users and facilities.

2.1.2. Transfers funding from AFSOC to DRSN Program Management Office (PMO) at SM-ALC/LHD for annual DRSN services.

2.1.3. Manages the AFSOC DRSN program and assigns the AFSOC DRSN Program Manager.

2.2. AFSOC DRSN Program Manager Responsibilities:

2.2.1. Act as the interface between the DRSN Program Management Office, HQ AFSOC, and the office responsible for operations and maintenance. Plans, programs, and budgets for life-cycle operations and maintenance. Manages all AFSOC DRSN Program resources.

2.2.2. Maintains a current copy of the contract to include ongoing log of all changes.

2.2.3. Manages and maintains documentation of annual budget and expenditures. Develop and submit all FINPLAN budgets for input to AFSOC Program Objective Memorandum (POM). Coordinates with HQ AFSOC/FM and subordinate wing FM organizations as appropriate.

2.2.4. Act as approval authority for all AFSOC Red Switch installation requests that alter the size scope or configuration of the system. Forwards request to higher authority as deemed appropriate IAW CJCS 6215.50.

2.2.5. Submits all requests for contract work on AFSOC Red Switch equipment to SM-ALC. Approval authority for all price proposals by contractors prior to delivery order finalization.

2.2.6. Ensures quality of contractor service and performance.

2.2.7. Responsible for Quality Assurance Evaluator (QAE) Program:

2.2.7.1. Identify by letter a QAE to PMO. Ensure training provided for QAE position IAW AFI 63-504. Provide initiation briefing to outline current issues and special interest items.

2.2.7.2. Review and perform trend analysis on data collected in monthly contract surveillance log submitted by QAE. Contract specifies required PMI and data for log.

2.2.7.3. Coordinate with PMO to resolve any discrepancy. Advises QAE on problem resolution that affects his/her area of responsibility.

2.2.7.4. Provide QAE with copies of all delivery orders indicating equipment and RAN's purchased by the site.

2.2.8. Identify Contract Office Representative (COR) by letter to the PMO.

2.2.8.1. Ensure training is provided for COR within 45 days of assignment to position. Maintains documentation of training provided.

2.2.8.2 Provide COR with copies of all delivery orders indicating the number of overtime hours purchased by the site.

2.3. Base Communications Systems Officer :

2.3.1. Responsible for management of operation and maintenance of AFSOC Red Switch systems to include all interface equipment systems to include KG-84, IDNX, STU IIIR, and any support equipment and circuits.

2.3.2. Responsible for management of contracted site technical representative activities. Establishes local policy and procedures for contract technicians.

2.3.3. Receives and processes all requests for Red Switch service. Requests must be submitted by customer according to local communications-computer systems service order procedures.

2.3.4. Responsible for coordination of all associated agencies activities required to support of Red Switch system operations and maintenance activity, installations, and upgrades.

2.3.5. Acts as acceptance authority for all Red Switch installations and upgrades.

2.3.6. Establishes policy and procedures for Red Switch outages and priority restoral. Ensures timely resolution of subscriber outages based upon HQ AFSOC assigned priority listing.

2.3.7. Ensures local records are kept on circuit connectivity for all systems supporting Red Switch system.

2.3.8. Provides customer education on Red Switch system, capabilities, equipment use and service restoration procedures.

2.3.9. Maintains database for base DRSN directory. Ensures updates to database are provided to HQ AFSOC quarterly.

2.3.10. Provides AFSOC DRSN Program Manager program and budget requirements in writing for upcoming fiscal and out years. Forwards request changing scope, size and /or configuration os the Red Switch to AFSOC DRSN Program Manager for approval.

2.3.11. Identifies by letter a QAE to HQ AFSOC.   If personnel changes are necessary during the contract period, the current QAE must be terminated and a new QAE appointed.

2.4. Quality Assurance Evaluator:

2.4.1. Must not delegate his or her duties.

2.4.2. Must maintain file to include a current copy of the contract (including changes), all DISA O&M guides and bulletins, all HQ AFSOC Red Switch Management instructions, copies of all delivery orders, and other pertinent documentation provided to the QAE.

2.4.3. Must not interpret contract for the contractor. Refer all requests for contract interpretation to HQ AFSOC Red Switch program manager in writing.

2.4.4. Attend any pre-performance conferences prior to installations and any other meeting at which the contractor is given instruction.

2.4.5. Perform surveillance of the assigned contract, checking for quality of installations, maintenance actions, and timely response to outages. Ensures compliance by contractors on required duties.

2.4.6. Must maintain detailed written records to substantiate contractor services received or not received.

2.4.6.1. Record contractor's performance daily using AF Form 372, Performance Monitoring and Surveillance Report, or AF Form 370, Contract Performance Evaluation Report or HQ AFSOC approved computer generated log sheet. Must annotate in the remarks section of the form when PMO proposes correction of deficiency.

2.4.6.2. Record any deficiencies of performance in precise descriptive language and provide specific contract reference. Statements such as "not performing in accordance with the contract" are NOT acceptable. Obtains contractor site representative's initials on identified deficiencies. Notify the HQ AFSOC program manager of all deficiencies as soon as possible after discovery. When the contractor fails to take corrective action, QAE must send a written report to PMO within 24 hours after the noted deficiency.

2.4.6.3. QAE must forward all surveillance logs/reports to HQ AFSOC program manager by the 5th workday of the following month.

2.4.7. QAE must ensure a joint inventory of equipment be conducted with contractor annually and in accordance with the contract.

2.4.8. QAE must monitor lowest repairable units (LRU) support.

2.4.8.1. Ensure packaging and shipment of failed LRU and spares are done in accordance with contract prescribed specifications.

2.4.8.2. Maintain a LRU log for tracking LRU repair activities which include return authorization number and date issued, nomenclature, part and serial number, date failed LRU was shipped to contractor, date repaired LRU was received from contractor, date LRU was tested and results, and date notified SM-ALC/LH or program manager as in the case of an emergency.

2.5. Contracting Office Representative (COR):

2.5.1. Shall work with AFSOC DRSN program manager to ensure there is adequate funding and overtime hours on the contract to provide maintenance outside of normal duty hours

2.5.2. Will direct, monitor and document all activity for emergency maintenance.

2.5.2.1. Receive calls requesting emergency maintenance from the local designated focal point for communications outages. Obtain the job control number, information related to the problem, and the name and number of a point of contact at the site requesting emergency maintenance.

2.5.2.2. Determine if the failed system is maintained under the Organizational-Level Maintenance Support Contract for Command and Control Switching Systems. If equipment is covered under the contract, contact contractor site representative, identify problem stating whether the problem is "catastrophic," "major," or "minor." If deemed necessary, direct contractor to perform corrective maintenance

2.5.2.3. Exercise caution to ensure work isn't performed that hasn't been funded. COR should consult the AFSOC DRSN program in case of anything questionable. The COR may be personally liable for unauthorized acts.

2.5.3. Maintain a file with a copy of COR delegation letter, documentation describing the COR duties, documentation of any actions taken by the COR on requests for emergency maintenance and corrective maintenance call outs, and copies of delivery orders indicating the number of overtime hours purchased by the site.

3. Requests for Red Switch Service:

3.1. Requests for DRSN service must be submitted in accordance with local CSO communications requirement procedures.   Submission should be done only after it has been determined that customer requirements cannot be satisfied with installation of a Secure Telephone Unit (STU) or Secure Terminal Equipment (STE).

3.2. Requests for reprogramming and/or relocation of existing service will be approved by the CSO and coordinated with the SDBA for configuration control purposes.

3.3. Service requests for new installations will be processed and reviewed for approval based on requirement Level of Precedence (LOP).

3.3.1. Requests for new installations with a LOP of Routine will be approved by HQ AFSOC/SC.

3.3.2.   Requests for new installations with a LOP of Immediate/Priority or database changes requesting a LOP of Immediate/Priority will be approved by Air Force Chief of Staff.

3.3.3. Requests for new installations with a LOP of Flash/Flash Override or database changes requesting a LOP of Flash/Flash Override will be approved by the JCS.

3.4. Determination for approval of service other than those mentioned will be on a case by case basis.

                                        DOUGLAS R. COLEMAN, Colonel, USAF
                                        Director, Communications and Information